

Join Rewardz as a Customer Success Executive (CSE) Intern

(Internship – Singapore)

At Rewardz, our purpose is simple: to create moments of joy in a world where everyone feels valued. Since our founding in Singapore in 2012, Rewardz has been at the forefront of digital transformation in the rewards and recognition space, delivering innovative solutions for employees, customers, and distributors. Our clients include leading global and regional MNCs, including Fortune 500 companies across APAC. We're a growth-focused, dynamic team of problem-solvers committed to delivering excellence to our clients. Learn more at rewardz.sg.

As a Customer Success Executive (CSE) Intern, you will gain hands-on exposure to customer success management, project management, SaaS operations, employee engagement and rewards, and business process improvement. This is an excellent opportunity for someone who is curious, resourceful, and interested in learning how customer success and rewards ecosystems are built and managed.

Your responsibilities will include :

1. Customer Success Support

- Support Customer Success Managers with client requests and follow-ups.
- Track action items and coordinate with Product, Engineering and Operations teams.
- Assist with onboarding and client launch activities.
- Prepare meeting notes and maintain client documentation.

2. Client Communications

- Prepare and schedule push notifications.
- Assist with monthly client newsletters.
- Compile monthly client performance reports.
- Support Quarterly Business Review (QBR) preparation.

3. Rewards & Platform Operations

- Perform manual voucher drawdowns.
- Support reward listing and catalogue updates.
- Assist with campaign setup and redemption testing.
- Support operational requests and user imports.

4. Reporting & Data

- Maintain Google Sheets trackers.
- Compile utilisation and redemption reports.
- Perform data validation and quality checks.
- Support ad hoc reporting requests.

You make a good fit for this role if,

- You communicate clearly in written and spoken English.
- You are organised, meticulous and detail-oriented.
- You enjoy solving problems and working with people.
- You can manage multiple priorities.
- You are proficient in Microsoft Office and Google Workspace, especially Excel/Google Sheets.
- You enjoy technology and learning new systems.
- You take ownership and have a positive attitude.

Preferred Qualifications

- A background in Business, HR, Marketing, Communications or a related discipline is preferred.
- Experience in customer service, HR, retail or administration is an advantage.
- Mandarin proficiency is preferred to support clients and stakeholders across Singapore and Malaysia, but is not mandatory.

What You Will Learn

1. Customer Success Management
2. Project Management
3. SaaS Operations
4. Employee Engagement & Rewards
5. Business Process Improvement
6. Client Communication
7. Reporting & Analytics

Opportunities for you

High-performing interns may be considered for conversion into a full-time Customer Success Executive (CSE) role upon successful completion of the internship.

How to Apply:

1. Watch our 5-minute video on the recruitment process: [Video Link](#)
2. Submit your resume, introductory video through the application form: [Form Link](#)